

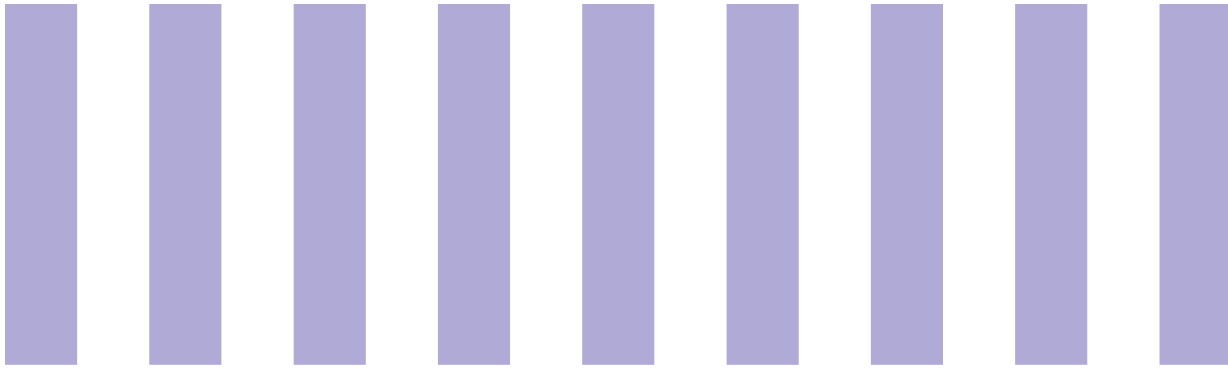
**WELCOME TO THE
ROBERT E. BUSH NAVAL HOSPITAL**

MCAGCC, Box 788250
TWENTYNINE PALMS, CA 92278-8250



New Staff Member's Handbook

February 2004



Welcome to Naval Hospital Twentynine Palms! We pride ourselves on being “the best hospital in Navy Medicine” and we are dedicated to providing superior health care services to the Marines and Sailors of the Combat Center and their families, as well as to our retired personnel and their families. The team of providers and support personnel at this command is one of the best kept secrets in Navy Medicine and is second to none.

Lots of exciting things are going on at this command. Our staff is always looking for (and finding!) ways to deliver our services better, smarter, cheaper, easier, and faster. We thrive on challenges and strive to please all of our customers, all of the time.

When you have a need for health care services you can take comfort in knowing that every effort has been taken and will continue to be taken to ensure that you will receive the best care possible.

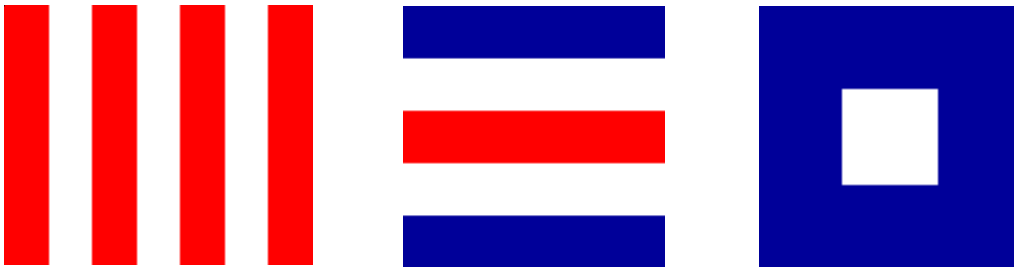
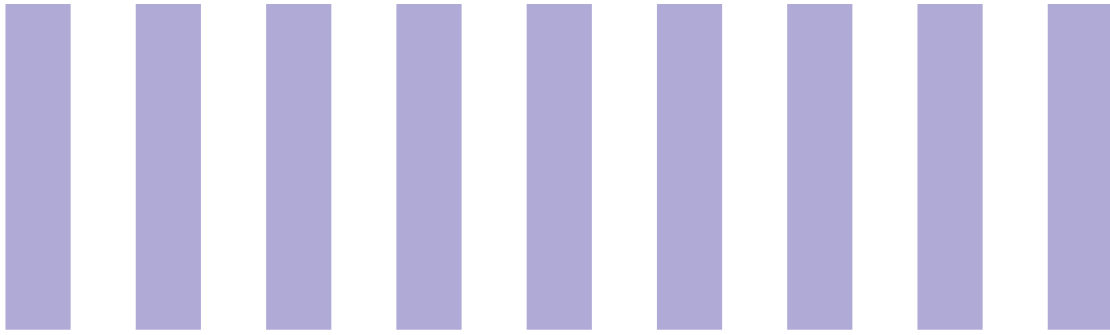




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Mission Statement

**Ensure Force Health Protection.
Deliver Quality Care and Service.**

Vision Statement

**To be the hospital of choice for all our patients and the
workplace of choice for all our staff.**

Values

We Value:

**Doing what is right for the patient.
Honor, Courage and Commitment.
People as our most important resource.
High quality health services in a safe environment**



GOALS AND OBJECTIVES

Clinical and Wellness Goal

We will use the best clinical practices to deliver quality, preventive and curative health services.

Objective: #1 Optimize Staff Clinical Skills

Strategies:

- Provide appropriate CME's [linked to command mission and vision].
- Increase opportunities for clinical staff skills enhancement.

Objective: #2 Optimize Clinical Resources

Strategies:

- Develop team approach to care.
- Expand use of Circuit Riders.
- Better manage assignment rotations.
- Ensure medical record availability.
- Employ appropriate technology.
- Explore community medical resources.
- Implement and use Clinical Guidelines.



CLINICAL AND WELLNESS GOALS AND OBJECTIVES CONTINUED

Objective: #3 Promote Wellness

Strategies:

- Create Population Health Office.
- Identify and prioritize patient populations.
- Strengthen Physical Fitness Program.
- Implement outreach and marketing initiatives.
- Expand patient education.
- Conduct patient needs assessment.

Objective: #4 Ensure Safety and Security

Strategies:

- Expand a needle-less system.
- Consider expanded use of latex free products.

PEOPLE GOALS AND OBJECTIVES

We will promote an environment where all are appropriately assigned, well trained, supported and recognized

Objective: #1 Improve Command Award Processes

Strategies:

- Strengthen the quality and timeliness of awards submitted.
- Explore other methodologies for awards process (i.e. e-awards).



PEOPLE GOALS AND OBJECTIVES CONTINUED

Objective: #2 Ensure Staff Safety

Strategies:

- Identify opportunities for improving building security.
- Improve data collection and quality.
- Reduce mishaps.

Objective: #3 Foster a climate of mentorship

Strategies:

- Explore available programs.

Objective: #4 Maximize opportunity for professional growth

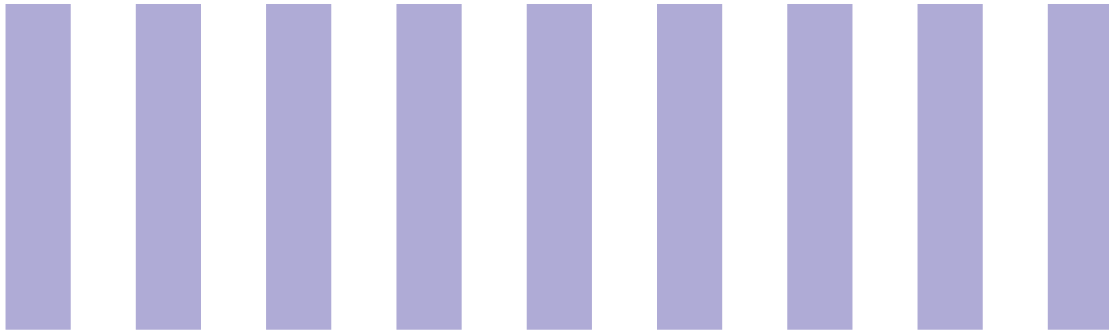
Strategies:

- Assess staff needs.
- Establish individual development plans based on staff assessment and mission requirements.

Objective: #5 Maintain an Environment of Equal Opportunity

Strategies:

- Align CAT and People Goal Initiatives.



BEST BUSINESS PRACTICE GOALS AND OBJECTIVES

Through best business practices and efficient coordination of care we will optimize resources, improve performance and achieve the best possible patient outcomes.

Objective: #1 Optimize Access to Care

Strategies:

- Market Tricare On-Line.
- Optimize PCM By Name.
- Initiate case management.
- Improve central appointment process.
- Optimize template management.

Objective: #2 Explore Open Access

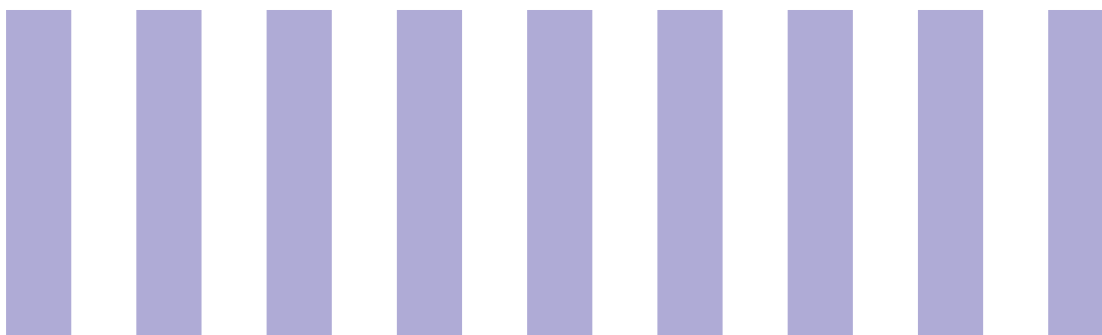
Strategies:

- Ensure access standards.
- Explore staffing options.

Objective: #3 Maximize Utilization of Business Resources

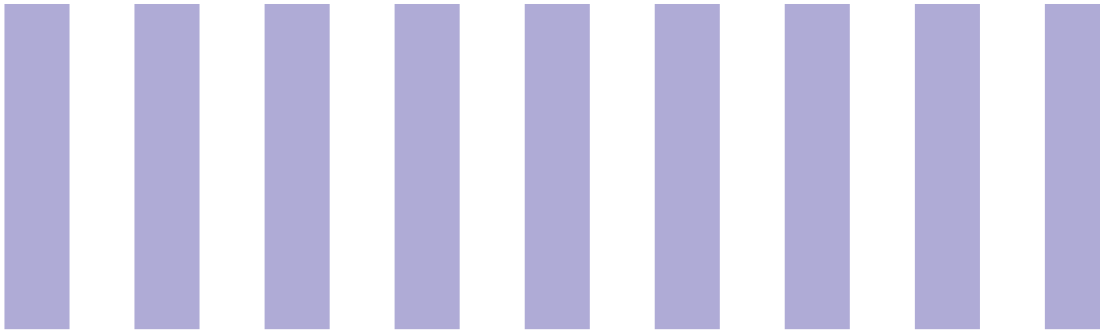
Strategies:

- Improve coding accuracy.
- Improve data collection and analysis processes.
- Expand and enhance staff education on data collection systems.
- Explore revenue opportunities.



FREQUENTLY USED NUMBERS

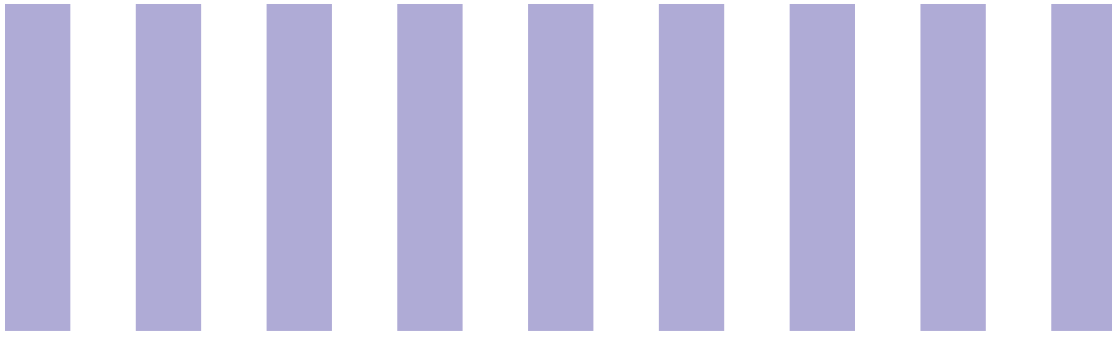
Admissions	830-2526/2037
Anesthesia	830-2289/2290
Behavior Health Clinic	830-2724
Central Appointments	830-2184/2048
Civilian Personnel	830-2474
Consults	830-2127/2590
Credentialing	830-2194
DEERS, ID Cards	830-7326/5365
Dental	830-7053/7054
DSN Access	94-230
Education and Training	830-2336/2944
Emergency Medicine	830-2354/2476
Family Practice	830-2734/2887
General Surgery	830-2070/2071
Laboratory	830-2145/2101
Management Information (MID)	830-2446
Medical Boards	830-2031
Military Manpower	830-2651/2335
Military Sick Call	830-2621
Multiservice Ward	830-2301
LDRP	830-2258/2259
Nutrition Management	830-2274
OB/GYN Clinic	830-2069/2227
Operating Room	830-2311
Optometry	830-2458
Orthopedics	830-2073/2071



FREQUENTLY CALLED NUMBERS, CONTINUED

Outpatient Records.....	830-2322/2529
Outpatient Services.....	830-2752
Pediatrics	830-2462
Pharmacy	830-2448/2137
Physical Therapy	830-2140
PMO	830-6800
Preventive Medicine	830-2002
Process Improvement	830-2456/2192
PSD	830-2479/2339
Quarterdeck	830-2190
Radiology	830-2155/2104
Risk Management	830-2539
Safety	830-2206
SATO.....	830-6622
Staff Sick Call.....	830-2887/2734





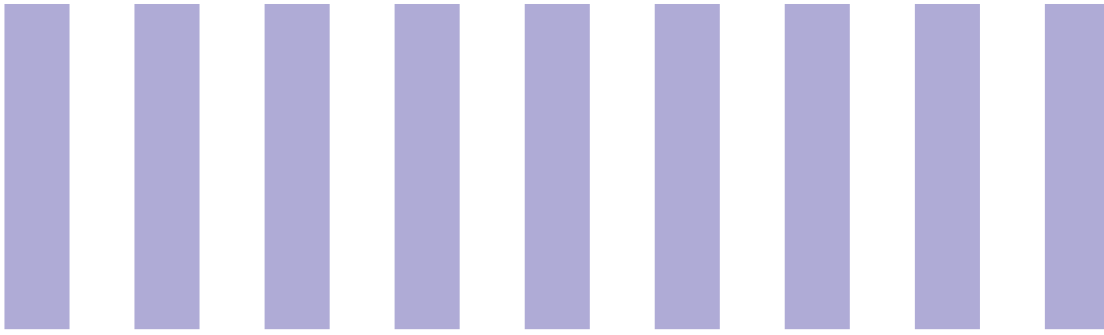
TEMPORARY LODGING

Temporary Lodging Facility	(760) 830-6573/6583
Best Western Gardens Motel	(760) 367-9141
Circle C Motel	(760) 367-7615/7589
El Rancho Dolores	(760) 367-3528/3529
Harmony Motel	(760) 367-3351
Hillview Motel	(760) 376-5806./0334
Holiday Inn Express	(760) 361-4009
Motel 6	(760) 367-2833
Sunnyvale Garden Suites	(760) 361-3939
Sunset Motel	(760) 367-3484
Twentynine Palms RV & Golf Resort	(760) 367-3320
Twentynine Palms Inn	(760) 367-3505

Bed and Breakfast

Homestead Inn	(760) 367-0030
Roughley Manor	(760) 367-3238

Note: Kitchenettes and weekly rates are available at some facilities. Very few of the local motels allow pets. Call to verify amenities, rates, and to make reservations.



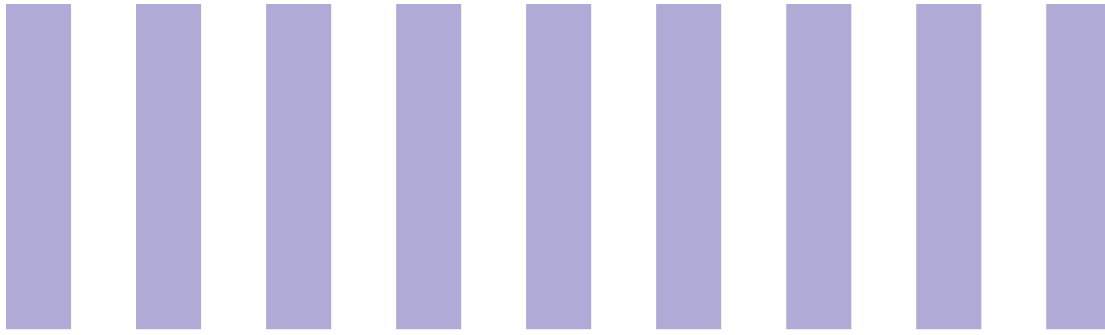
COMMAND POLICY STATEMENTS

CO's Policy Statement of Drug and Alcohol Abuse

References:

- (a) OPNAVINST 5350.16
- (b) SECNAVINST 12792.3
- (c) Negotiated Agreement between NHTP and Local 2018

1. DRUG AND ALCOHOL ABUSE ARE INCONSISTENT WITH NAVAL SERVICE AND NAVY CORE VALUES AND WILL NOT BE TOLERATED AT NAVAL HOSPITAL TWENTYNINE PALMS. I fully support references (a), (b) and (c) and will enforce the Navy's "ZERO TOLERANCE" policy on drug abuse and the Navy's "RESPONSIBLE USE" policy on alcohol consumption. Abuse of either substance is contrary to this organization's high standards of performance, military discipline, operational readiness and mission accomplishment. You will be held accountable for your actions.
2. Drug abuse and alcoholism are preventable and treatable conditions. If you are a military staff member and have a drug or alcohol problem, you may refer yourself to the Command Appointed Drug representative. Under reference (a), self-referral may allow you the opportunity for drug/alcohol rehabilitation treatment and possibly non-punitive administrative processing. However, self-referral AFTER drug testing is TOO LATE.
3. Any military staff member identified as violating the Navy drug or alcohol policy and/or program, will be swiftly and appropriately processed under the Uniform Code of Military Justice.
4. Civilian employees with substance abuse problems may voluntarily seek confidential assistance from the Civilian Employee Assistance Program (CEAP) by contacting the Human Resource Office. Any civilian employee, whose behavior indicates that they may be under the influence of drugs or alcohol, may be required to submit to reasonable suspicion testing and may be subject to discipline per reference (b).



CO's Policy Statement on Hazing

:References

(a) SECNAVINST 1610.2

1. HAZING IS INCONSISTENT WITH NAVY CORE VALUES, AND WILL NOT BE TOLERATED AT NAVAL HOSPITAL TWENTYNINE PALMS. I completely advocate reference (a) and expect full adherence to its contents by all staff at this command.
2. Hazing is an exposure of a military member, regardless of rank, to acts usually conducted by other services members regardless of rank which are cruel, abusive, humiliating, oppressive, demeaning, or harmful. It occurs without proper authority, it is not a "time honored tradition" and it has no place in modern Naval service.
3. All command members are forbidden to engage in hazing, consent to acts of hazing and condone or ignore hazing. It is the responsibility of every officer, enlisted member and employee, at Robert E. Bush Naval Hospital, Twentynine Palms to ensure that hazing does not occur in any form at any level. The chain of command will ensure that personnel are treated with dignity and respect during command-authorized ceremonies and activities.
4. Individuals who believe an act of hazing has occurred are encouraged to inform their chain of command and seek assistance from the Command Managed Equal Opportunity Program Manager (CMEO). Reprisal actions against a victim or witness of a hazing incidence are strictly prohibited.
5. Allegations of misconduct will be thoroughly investigated and disciplinary action will be appropriately processed in substantiated cases under the Uniform Code of Military Justice.



CO's Policy Statement on Prevention of Sexual Harassment

References:

(a) SECNAVINST 5300.26C

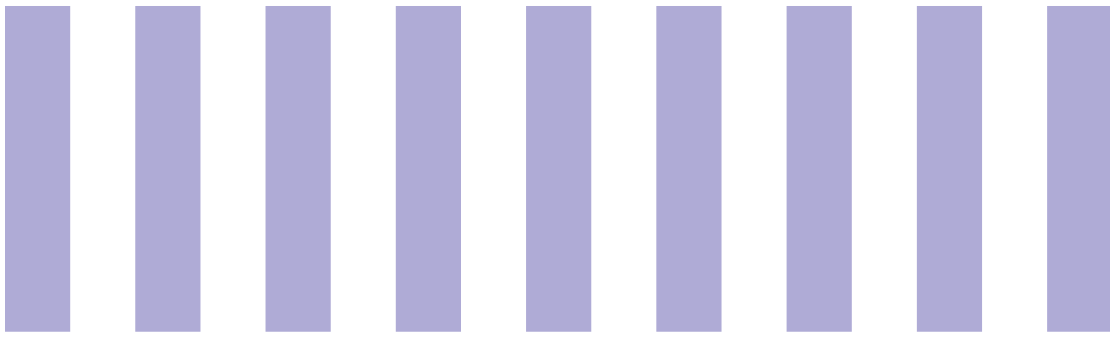
1. SEXUAL HARASSMENT IS INCONSISTENT WITH NAVAL SERVICE AND NAVY CORE VALUES, AND WILL NOT BE TOLERATED AT NAVAL HOSPITAL TWENTYNINE PALMS. My policy regarding sexual harassment is in absolute accordance with that of the Department of the Navy (DON) per reference (a). All personnel are responsible for their behavior and for maintaining a work environment free from inappropriate and unacceptable behavior.

2. Sexual harassment involves conduct that based on "a reasonable person standard" from the recipient's perspective, would be considered sexual in nature. Sexual harassment as defined in reference (a) is any behavior that meets the following three criteria: unwelcome, sexual in nature, and occurs in or impacts the work environment. Off-duty conduct that is disruptive to the work environment may also be considered to be sexual harassment.

3. No individual shall take reprisal action against a person who provides information on an incident of alleged sexual harassment, or knowingly make a false accusation of sexual harassment, or while in a supervisory or command position, condone or ignore sexual harassment.

4. Individuals who believe they have been sexually harassed are encouraged to inform their chain of command and seek assistance from the Command Managed Equal Opportunity Program Manager (CMEO).

5. Sexual harassment, reprisal actions and false accusations are not in keeping with Navy Core Values. Therefore, reports of misconduct will be investigated and disciplinary action will be swift in substantiated cases including cases involving supervisors who condone such misconduct.



CO's Policy Statement on Equal Opportunity

References:

- (a) SECNAVINST 5350.16
- (b) Negotiated Agreement between NHTP and Local 2018
- (c) U.S. NAVY REGULATIONS, 1990

1. DISCRIMINATION HAS NO PLACE IN THIS COMMAND, IS INCONSISTENT WITH THE NAVY'S CORE VALUES AND WILL NOT BE TOLERATED. It is my policy, to support equal opportunity in Federal employment, for civilian employees and military members on the basis of merit and fitness to do the job, regardless of race, ethnicity, color, sex, national origin, religion, age physical impairment or mental impairment consistent with all laws, rule, and regulations of the U.S. Navy and the Federal government.

2. I am committed to the Navy's goal to pursue a diverse work force consistent with the stipulations of references (a) and (b). I will demonstrate "Zero Tolerance" for any staff member who participates in an organization that supports supremacist activities in efforts to deprive individuals of their civil rights per Article 1167 of reference (c).

3. The chain of command is responsible for preserving every person's right to a workplace free from discrimination and will take immediate action when any sign of discrimination occurs. I will actively monitor this issue and will accept no less than full compliance by all members of this command.

4. Robert E. Bush Naval Hospital, Twentynine Palms has an appointed member to oversee the Command Managed Equal Opportunity (CMEO) Program. The CMEO Manager is directly responsible to me, and for assisting the chain of command in supporting and strengthening Equal Opportunity.

5. Reports of misconduct will be investigated and disciplinary action will be appropriately processed in substantiated cases under the Uniform Code of Military Justice.



CO's Policy Statement on Fraternization

References:

(a) OPNAVINST 5370.2B

1. My policy regarding fraternization is consistent with that of the Department of the Navy (DON) per reference (a).
2. Fraternization is a term traditionally used to identify personal relationships between an officer and enlisted member that violate the customary bounds of acceptable senior-subordinate relationships. However, fraternization also includes improper relationships and social interaction between officer members, between enlisted member, and between staff and students. These relationships are contrary to Naval customs because they undermine the respect for authority, which is essential to mission accomplishment.
3. Proper social interactions and appropriate personal relationships are an important part of this command's morale and esprit de corps. In order to preserve the chain of command and maintain good order and discipline, personal conduct reflective of fraternization is not only unacceptable, it will not be tolerated. Seniors must provide guidance or appropriate relationships that build cohesion and morale.
4. I expect every military member, both officer and enlisted, to be attentive to their personal associations and those of their subordinates, so that all actions are supportive of the military chain of command and enhance our Robert E. Bush Naval Hospital military/civilian team.
5. Reports of misconduct will be investigated and disciplinary action will be appropriately processed in substantiated cases under the Uniform Code of Military Justice.

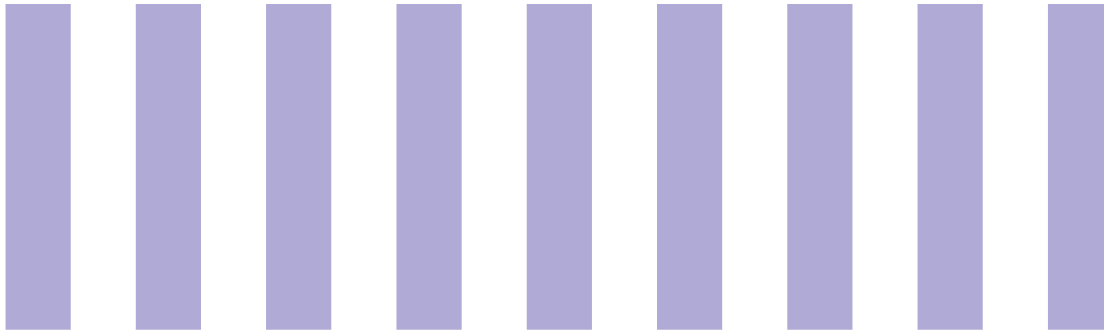


Recall Procedure:

Beeper Number:

~~Other:~~

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INPATIENT SERVICES

Multi-service Ward (MSW)

- Admits both children and adults with medical or surgical problems.
- Available beds -- 15
- Isolation beds -- 2
- Special observation room with monitoring capability -- 2
- Additional telemetry beds available

Desert Beginnings Birthing Unit

- Admits pregnant, laboring and postpartum women and their babies.
- Labor, Delivery, Recovery & Postpartum (LDRP)
Rooms -- 7
- Antepartum Room -- 1
- Procedure rooms -- 2

Operating Room

- Operating suites -- 4
- Recovery beds -- 4
- Ambulatory procedure beds -- 2



OUTPATIENT SERVICES

Behavioral Health Clinic

Patients are seen by appointment only and must be referred by a medical officer. For information, call 830-2724.

Dietitian

For information on how to obtain dietary counseling, and/or Diabetes class, call 830-2274.

Emergency Medicine Department

An on-base ambulance service operates 24 hours a day and is available by calling 911. Any condition requiring specialized services not provided by this facility will be stabilized and transported appropriately.

Health Promotions, call 830-2814 for information on Tobacco Cessation classes.

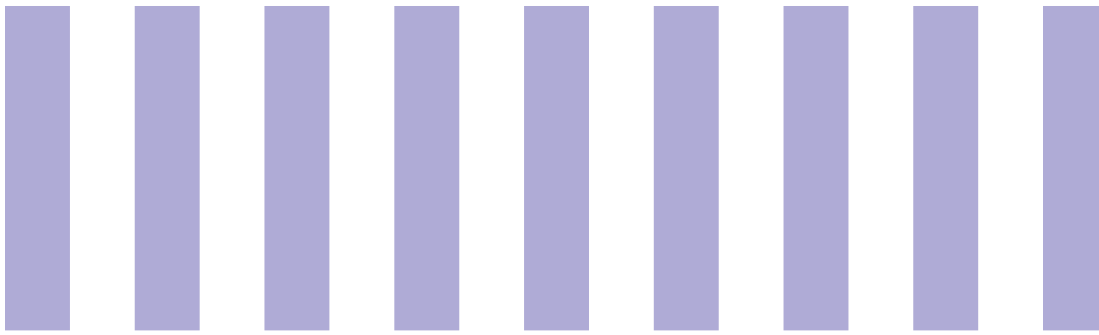
Immunization Clinic

The clinic is open on Mon.-Tu.-Th.-Fri. from 0830-1130 and 1300-1545 and on Wed. from 0830-1100. For more information, call 830-2403.

Industrial Hygiene, call 830-2001 for information.

Internal Medicine Clinic

Provides care for adult patients with a wide range of medical problems. For more information, call 830-2090



OUTPATIENT SERVICES, CONTINUED

OB/GYN Clinic, call 830-2069 for information .

Occupational Health

Provides audiology exams, occupational physical exams and respirator fittings. For more information, call 830-2002.

Optometry Clinic, call 830-2458 for information.

Orthopedic Clinic

Provides orthopedic services by consult only. For information, call 830-2070.

Pharmacy, call 830-2137 for prescriptions and refills.

Physical Therapy Clinic, call 830-2140 for information.

Primary Care Clinic

Provides primary medical care based on a family practice model. This comprehensive clinic provides acute care, physical exams, and consultative options for specialized medical care. For more information, call 830-2887.

Staff Sick Call

Held in the Primary Care Clinic from 0730-0830 Monday-Friday except holidays. For more information, call 830-2887.

Surgery Clinic

Provides treatment for patients requiring minor and major general surgery by consult only. For information call 830-2090.

Urology

Pediatric Cardiology, Developmental Pediatrics, Neurology, Pulmonology, Urology and Maternal Fetal Medicine.



EMERGENCY CODES

Code Blue - Cardiac Arrest

To report a Code Blue, dial #9 (pound button followed by the number 9). Report that this is either an adult or child Code Blue. Give your name and exact location. Assist with CPR as needed.

Code Red - Fire

If you discover a fire, follow these steps:

“R” - Remove patients and others from immediate vicinity of fire

“A” - Activate Fire Alarm nearest you

Alert Fire Department - Call 911

Identify yourself, report exact location and type of fire

“C” - Confine the fire - Close all doors and windows

“E” - Extinguish if small fire and safe to do so.

Evacuate if necessary or when ordered.

Fire Extinguisher

“P” - Pull pin

“A” - Aim at base of fire

“S” - Squeeze the handle

“S” - Sweep. Use sweeping motion over the fire

Code Pink - Infant Abduction

Call 830-2190 and have quarterdeck make announcement immediately.

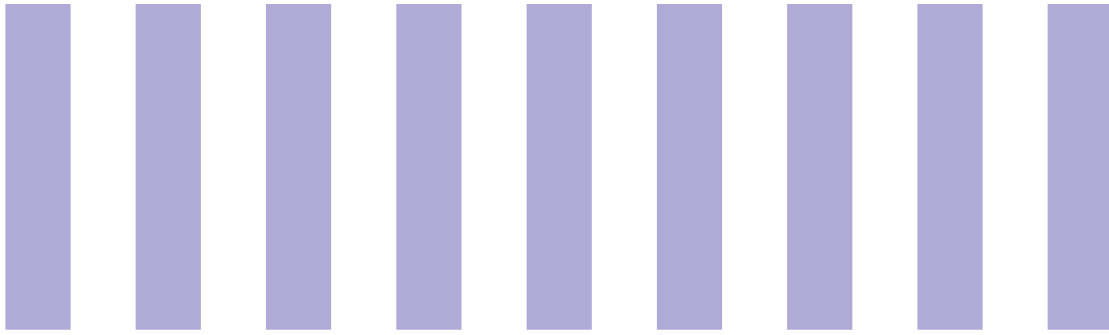
Have someone call 911 and notify Provost Marshals Office.

All staff will participate in a hospital wide search of the buildings and grounds.

Seal all exits and report suspicious acts to hospital security at 2190.

Code Romeo - Security Assistance

If you are witness to an event, call 2190. Give your name & extension.



EMERGENCY CODES, CONTINUED

what you are reporting, and where the incident is located. Describe the situation. Is it verbal or physical? Describe any weapons or injuries that are involved and give a brief description of the subject .

Code Yellow - Bomb Threat

Ask appropriate questions. Keep the person on the line. When conversation ends, hang up and dial *33. Notify PMO at 830-6800 and the quarterdeck at 830-2190. Fill out Bomb Threat Call Checklist. All personnel shall inspect their work area for any suspicious objects and call 830-2190 if any items are found.

Earthquake

Stay inside. Keep away from glass and tall items that might shift. Take shelter under a strong table or desk or place your back against a wall. Do not exit down stairways or elevators. If outside, move away from buildings and power lines.

External Disaster - Mass Casualty

All staff will follow departmental plans and await further instructions. See disaster preparedness manual for details.

Hazardous Material Spills

Spills of acids or extremely hazardous liquids greater than one gallon, pull fire alarm, notify quarterdeck at 830-2190.

Contain the spill if small (use spill kit or approved materials - do not touch!).

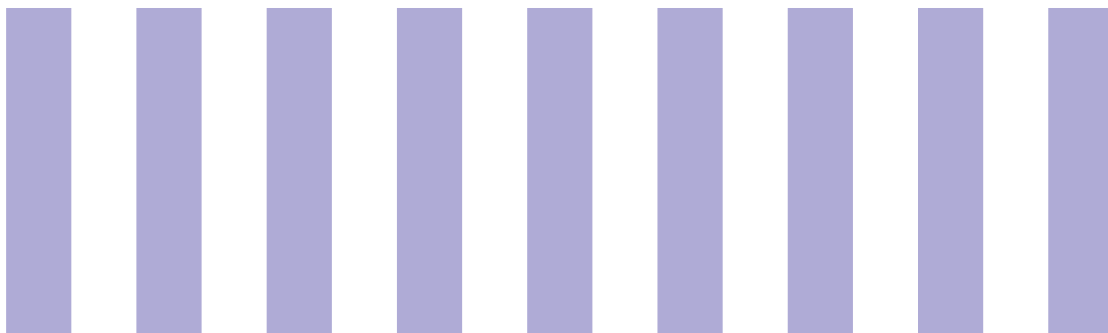
If large, evacuate the space.

Isolate the space and close the door.

Obtain the MSDS for that substance.

Do not re-enter the space until cleared.

Complete a Spill Report Form.



FORCE PROTECTION CODES

FPCON ALPHA — Applies when there is an increased general threat of possible terrorist activity against personnel or facilities, the nature and extent of which are UNPREDICTABLE.

FPCON BRAVO — Applies when an INCREASED GENERAL THREAT of terrorist activity exists. Physical security measures are more aggressive, terrorist warnings are more frequent and response actions are exercised. Physical security is not compromised for convenience.

FPCON CHARLIE — An incident has occurred or intelligence is received indicating some form of terrorist action or targeting against personnel or facilities is likely. Implementation of FPCON CHARLIE measures will create hardship, and affect the activities of the unit and its personnel.

FPCON DELTA — Applies in the immediate area where a terrorist incident has occurred or when intelligence has been received that terrorist action against a specific location or person is IMMINENT. Normally, this FPCON is declared as a localized condition.





EDUCATION AND TRAINING STAFF

Information/Class Schedules

Gerry Cottey 830-2336

Department Head

Lt Ryan 830-2647

LCPO Resuscitation Medicine

HM1 Llanos 830-2526

Program Manager

HM1 Florence 830-2304

EMT Coordinator

HM2 Smith 830-2516

Navy Knowledge Online:

<http://www.nko.navy.mil>